3230 Cruger Avenue 6B
Bronx, New York 10467
August 19, 2022

Lori Slayton
Senior Director Customer Experience, customerrelations@hertz.com
8501 Williams Road
Estero, FL 33928
lslayton@hertz.com, Fax: 1(866) 888-4406, (480) 303-6954,

Lawanda Huff
Director of customer care, Hertz North America
8501 Williams Road
Estero, FL 33928
LHuff@hertz.com, Hertz Customer Service at 800-654-4173

RE: THRIFTY CUSTOMER CARE CASE # 15176985, RECORD NUMBER 812345030 RENTAL DATES 08/08/22 TO 08/11/22, CONTINUED AND NOT YET REGULATED, THRIFTY CAR RENTAL HARASSMENT AND DISCRIMINATORY PRACTICES, DISCRIMINATION IN IGNORING CUSTOMER ATTACHED EVIDENCE, DISCRIMINATION IN PRICING VIA THRIFTY AGENT THEFT OF AN ADDITIONAL $360.00 FROM MY CREDIT CARD ENDING IN 3501, FOR A FRAUDULENT GAS CHARGE OF $157.00, DESPITE BELOW ATTACHED AND SENT IN 6 TIMES EVIDENCE OF AUGUST 11, 2022 DOCUMENTED $54.777 GAS RECEIPT FOR RETURN OF THRIFTY VEHICLE WITH FULL TANK OF GAS AND ATTACHED PICTURES SHOWING THE CAR RETURN WITH A FULL TANK OF GAS, THRIFTY CUSTOMER SERVICES ACTING CRIMINAL IN THE REPEATED DENIAL OF THE SIX TIMES EMAILED, FAXED, AND BELOW LINKED FULL TANK GAS RECEIPTS, FULL TANK GAS PICTURES, AND THRIFTY COMPLAINT, ATTACHED THRIFTY APOLOGY LETTER WITH NO REFUND MENTIONED, DEMAND FOR THRIFTY FRAUDULENT BILLING TO BE STOPPED AND REFUNDED, DEMAND FOR THE RETURN OF THE FRAUDULENT GAS CHARGE OF $157.00 AND REFUND OF $203.00 FOR THRIFTY CONTINUED HARASSMENT AND DISCRIMINATORY PRICING AND TREATMENT, THRIFTY AGENTS CRIMINAL DISREGARD OF THE ATTACHED FULL TANK GAS RECIPT AND PICTURES, DEMAND FOR THRIFTY VALIDATION OF CLAIMS, DEMAND FOR COMPLETE REFUND OF $360.00 TO OFFSET THRIFTY FRAUDULENT GAS BILLING RAMIFICATIONS, CRIMINAL DISREGARD OF CUSTOMER EVIDENCE VIA ATTACHED GAS RECEIPT AND THRIFTY FULL GAS TANK PICTURES, PLEASE STOP THRIFTY AGENT HARASSMENT, UNWARRANTED, FRAUDULENT AND DISCRIMINATORY PRICNG AND BILLING, COUPLED WITH PAST RACIST AND SEXIST PRACTICES OF DISREGARDING MERITORIOUS EVIDENCE SUCH AS THE ATTACHED CUSTOMER FULL TANK GAS RECEIPT AND PICTURES FOR THE RETURN OF THE THRIFTY CAR AND NULLIFICATION OF THE THRIFTY RENTAL CAR FRAUDULENT GAS BILLING WHICH IS THE ROOT OF THIS ENTIRE INFLICTED AND SCRIPTED PROBLEM

Dear Ms. Slayton and Ms. Huff:

This is my second letter to the above Thrifty and Hertz officials regarding the above. Please fix this. There is a need for investigations into Thrifty rental car reckless customer services rooted in fraudulent gas billing, double tax and airport billing, disregard of customer evidence, and repeated teaching of harassment and archaic discrimination tactics to Thrifty agents.

The repeated use of Thrifty agents for the attached customer gas receipt and full tank gas picture evidence disregard exemplifies, the criminal use of Thrifty and Thrifty crimes from the top.

Please stop these unwarranted, antiquated, discriminatory, customer service administrations, that serve no civilized purpose. yet turns entities into racist and sexist companies with repeated criminal discriminatory impacts.

Please return the $360.00 stolen off my credit card under the disguise of a gas charge for the full tank gas receipt and pictures I have enclosed below.

Please note the record, I spoke to the below Thrifty agents today and each one criminally denied receipt of the below full tank gas pictures and gas receipt for the Thrifty car rental record number 812345030 and rental dates 08/08/22 to 08/11/22.

Again, Thrifty agents are being criminally trained from the top how to defraud customers using past practiced discriminatory tactics embedded in the criminal disregard of evidence. Please stop this.

The following thrifty agents acted as Thrifty customer service criminals , with reckless disregard for the truth and the attached evidence, showing Thrifty criminal and non-validated $157.00 fraudulent and malicious gas billing.

The Thrifty agents that were useless, misused, abused and exemplified willful participation in follow the criminal leader and scripts were:

AUGUST 19, 2022 RODRIGO THRIFTY CUSTOMER SERVICE AT 800 334 1705
AUGUST 19, 2022 SPOKE TO ABIGAL AT 4: 30 1800 334 1705 SHE HUNG THE PHONE UP
AUGUST 19, 2022 EDWIN AGENT AT 654 4173535
SPOKE TO CINDY AT: (239) 301-7000 4:52 PM

Again, please stop the criminal use of teaching Thrifty agents to incorporate antiquated and criminal racist past practices such as disregarding evidence to advance discriminatory pricing, as noted in the below attachments. Please refund my money asap, before civil and criminal justice authorities and media are needed. to right this preventable wrong. Refund my money in its entirety, before true damages are litigated and calculated for these preventable and criminal, antiquated discriminatory practices, that do not belong in 2022.

Please return my money in full by August 23, 2022 or civil and criminal complaints will be launched to get my money back, as well as stop Thrifty's willful and reckless discrimination in pricing, fraudulent billing, and neglecting evidence.

Thrifty criminal training of agents to criminally ignore targeted customers evidence, coupled with violating their constitutional rights to be treated fairly, will be destroyed by any means necessary. I urge you to help stop these crimes, while in the beginning stage and do not let them continue and escalate.

Please refund my money in its entirety and make sure Thrifty customer service agents are trained competently and treat customers the way they would want to be treated. Make sure all correspondence from Thrifty addresses my refund. Thank you.

Respectfully submitted, MS

Miriam Snyder, mirsny@gmail.com

eslexcellence@aol.com

Thrifty Customer Care Case # 15176985

Inbox

customerservice@dtag.com <customerservice@dtag.com> Aug 16, 2022, 10:21 PM (5 hours ago)

to me

Dear Miriam Snyder,

Thank you for contacting us. I appreciate the opportunity to review your concerns. We apologize for the delay in response.

We always strive to provide the best service possible and truly value your business. We are saddened to hear about your frustration and the unpleasant situation you have experienced during your rental.

I am especially concerned that you believe you were treated in a discriminatory manner. Thrifty has a long-standing, very strict policy of non-discrimination, and our employees are well aware that discrimination of any kind will not be tolerated. Your feedback has been forwarded to the Thrifty Area Manager in Detroit Metro Airport, Michigan, for review. Please be assured that this matter will be discussed with the employee(s) involved in order to ensure that proper customer service procedures are followed.

As a service-oriented company, we rely on customer feedback to help us maintain and improve our service performance standards. The information you have provided is very important to us since it tells us how our various locations are doing and where improvements are needed. At Thrifty, we pride ourselves on the high quality of our customer service, and it is disturbing to learn of the incident you described. We sincerely apologize for the impression our personnel left with you.

Thank you for bringing this matter to our attention. We value your business and hope we will be able to serve you again.

Yours sincerely,

Jhenny B.

Thrifty Customer Services
https://www.thrifty.com

3230 Cruger Avenue 6B
Bronx, New York 10467
August 16, 2022

Primary Contact
Lori Slayton
Senior Director Customer Experience
8501 Williams Road
Estero, FL 33928
lslayton@hertz.com, Fax: 1(866) 888-4406, (480) 303-6954,

Secondary Contact
Lawanda Huff
Director of customer care, Hertz North America
8501 Williams Road
Estero, FL 33928
LHuff@hertz.com, Hertz Customer Service at 800-654-4173

Dear Ms. Slayton and Ms. Huff:

I write this letter with respect to the below complaint dated August 14, 2022. Today, August 16, 2022, I called in to get the status of the over $300.00 stolen Thrifty rental money off of my credit card. I was told the email, which was sent 4 times regarding the below complaint was not received. I spoke to an Ashley at 1800 654 4173. She wasted an additional hour and 15 minutes of my time not resolving the matter.

She was also ordered to state that there was no Hertz fax number to send in my complaint and evidence. Young people are being misused by following these directions to harass good-standing customers. Please stop this.

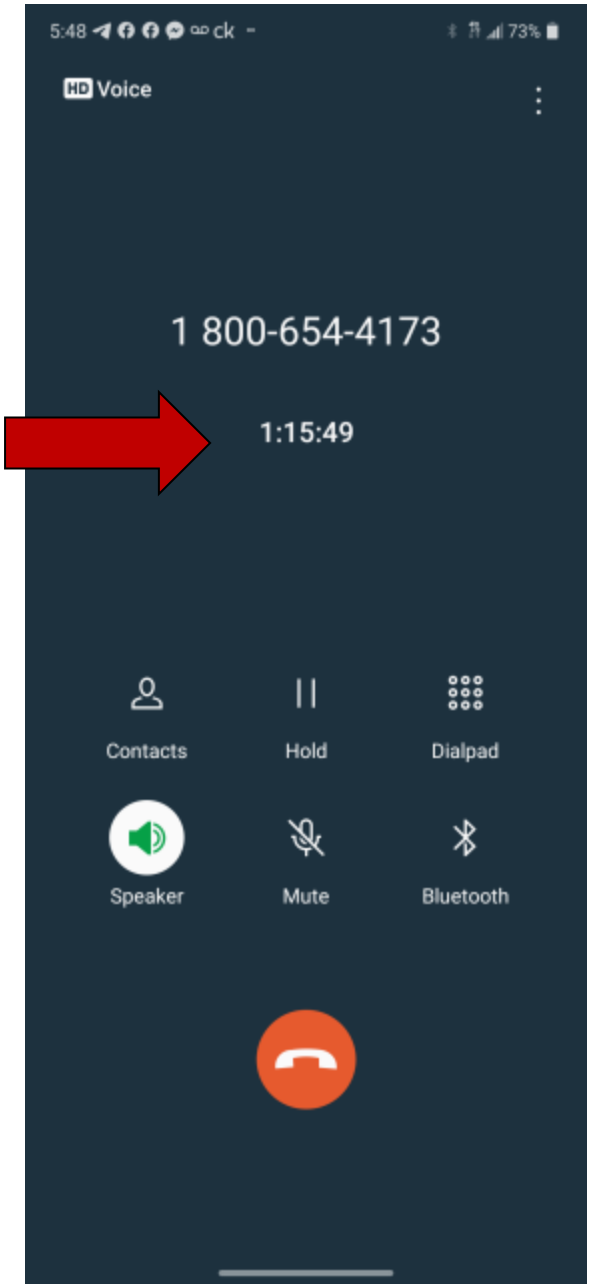
I urge each of you to investigate and stop these unwarranted practices, all to subterfuge indisputable theft of credit card monies and archaic price discrimination programming.

Please return my money on my credit card that was stolen and make sure these uncivilized, discriminatory and harassing practices are stopped. Please see the below attached complaint with pictures and receipts. Please identify and penalize the person ordering this harassment. Please help make America great again, by stopping these uncivilized past practices. Thank you.

Respectfully submitted, MS

Miriam Snyder, mirsny@gmail.com

eslexcellence@aol.com


5:48
73%
HD Voice
1 800-654-4173
1:15:49
Contacts
Hold
Dialpad
Speaker
Mute
Bluetooth

DETROIT METRO AIRPORT THRIFTY RENTAL CAR
DISCRIMINATORY TREATMENT POSTED AT:
https://archive.org/details/august-14-lj-2022-thrifty-car-rental-fraud-and-harassment-inflictions/UPDD%20AUGUST%2014%202022%20THRIFTY%20CAR%20RENTAL%20FRAUD%20AND%20HARASSMENT%20INFLICTIONS/page/n5/mode/1up
OR
https://ia601508.us.archive.org/27/items/august-14-lj-2022-thrifty-car-rental-fraud-and-harassment-inflictions/UPDD%20AUGUST%2014%202022%20THRIFTY%20CAR%20RENTAL%20FRAUD%20AND%20HARASSMENT%20INFLICTIONS.pdf
OR
https://1drv.ms/b/s!AkWYbx_EB13u0l8QYTS6Fkql8brW

3230 Cruger Avenue 6B

Bronx, New York 10467

August 14, 2022

Hertz Corporate Office. verify@hertz.com and customerrelations@hertz.com

Fax: 1(866) 888-4406

Subsidiary: Thrifty Car Rental

8501 Williams Rd,

Estero, FL 33928, USA

RE: THRIFTY CAR RENTAL, NOTICE OF DISCRIMINATORY TREATMENT, DECEPTIVE BUSINESS PRATICES, HARASSMENT AND UNWARRANTED INDUCED EMOTIONAL DISTRESS REGARDING FRAUDULENT CREDIT CARD BILLING ON CREDIT CARD ENDING IN 3501, GAS BILLING FOR $157.00 WHEN THE GAS TANK WAS FILLED AS EXEMPLIFIED ON THE ATTACHED PICTURES AND GAS BANK CARD RECEIPT DATED AUGUST 11, 2022, RENTAL RECORD NUMBER 812345030 RENTAL DATES 08/08/22 TO 08/11/22

Dear Hertz and Thrifty Directors:

My name is Miriam Snyder. I am an educator, human rights advocate and evangelist. I rented a car from Thrifty car rental the above dates. The rental record number is overhead. I rented this car through Priceline. The rental car was prepaid. The car rental location was Detroit Metro Airport.

At the Thrifty car rental location, they took my credit card ending in 3501 and put a $249.00 hold on my card. I was told $200.00 was a hold to be returned and the $49.00 was for the vehicle upgrade. The $249.00 was released as of yesterday August 13, 2022, but was thereafter stolen.

Today, August 14, 2022 a fraudulent Thrifty bill of $360.00 was added on the above noted credit card for the above noted fraudulent Thrifty car rental billing . The $360.00 fraudulent billing was billed to me in addition to the prepaid Priceline payment I paid. I find this type of fraudulent billing unwarranted and harassing. I seek an investigation into the fraudulent gas billing, stoppage of the harassment and recompense for this induced emotional distress and the time taken to regulate such.

To this end, attached you will find:

1. **My bank card receipt for August 11, 2022 for $54.77 from Canton Michigan BP gas station.**
2. **Pictures I took of the full tank of gas I left the car with.**

I seek an investigation and termination of the employee who lied and billed me for $157.00 for gas I had in the car. I seek the return of my $157.00 stolen off my credit card and as compensation for this fraud I seek the removal of the additional $203.00 billed on my credit card for double taxing and airport fee billing. Above all, I was billed an extra day for returning the car later than expected. At minimum, I should not be billed for a whole extra day because the car was returned the same day contracted.

Please make sure the fraudulent gas billing is stopped. This has a negative, sexist, racist, discriminatory and antiquated impact on consumers at large and is illegal. Please make sure I am compensated for this harassment and the misrepresentations. Please make sure this office exemplifies equal protection of the law in all of its business practices.

I have attached 3 exhibits.

EXHIBIT 1

BANK CARD GAS RECEIPT FOR $54.77 FOR AUGUST 11, 2022 AT CANTON MICHIGAN BP GAS STATION

EXHIBIT 2

PICTURES TAKEN ON AUGUST 11, 2022 AT THE DETROIT METRO AIR PORT WHEN RETURNING THE THRIFTY RENT A CAR F=FULL AND THE YELLOW GAGE IS NEXT TO F NOT E FOR EMPTY

EXHIBIT 3

PRICELINE PREPAYMENT CONFIRMATION RECORD

In closing, make sure this does not happen again. Should further information be needed, please let me know. Please contact me in writing at the above address and email me at eslexcellence@aol.com regarding my $157.00 refund and compensation to offset this archaic harassment that does not belong in 2022. Thank you.

Respectfully submitted,

MS

Miriam Snyder, eslexcellence@aol.com

EXHIBIT 1

BANK CARD GAS RECEIPT FOR $54.77 FOR AUGUST 11, 2022 AT

CANTON MICHIGAN BP GAS STATION

Aug 11 POS DEB 081022 854845 BP#9247099 CANTON MI BP#9247099FORD 3322 $54.77

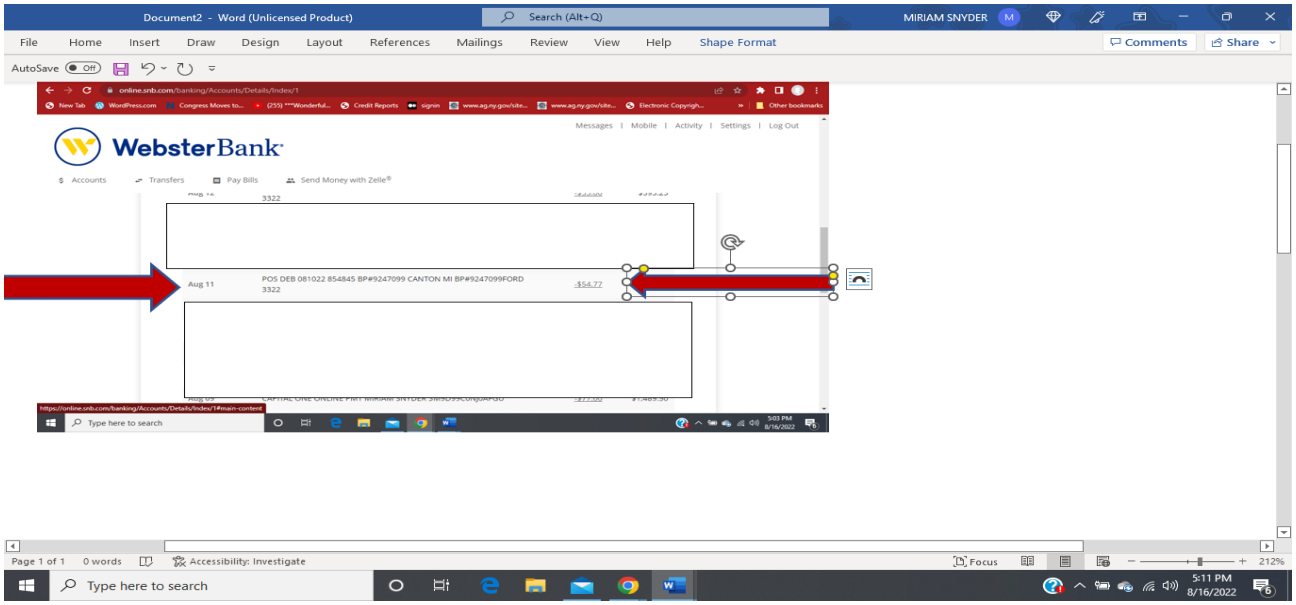
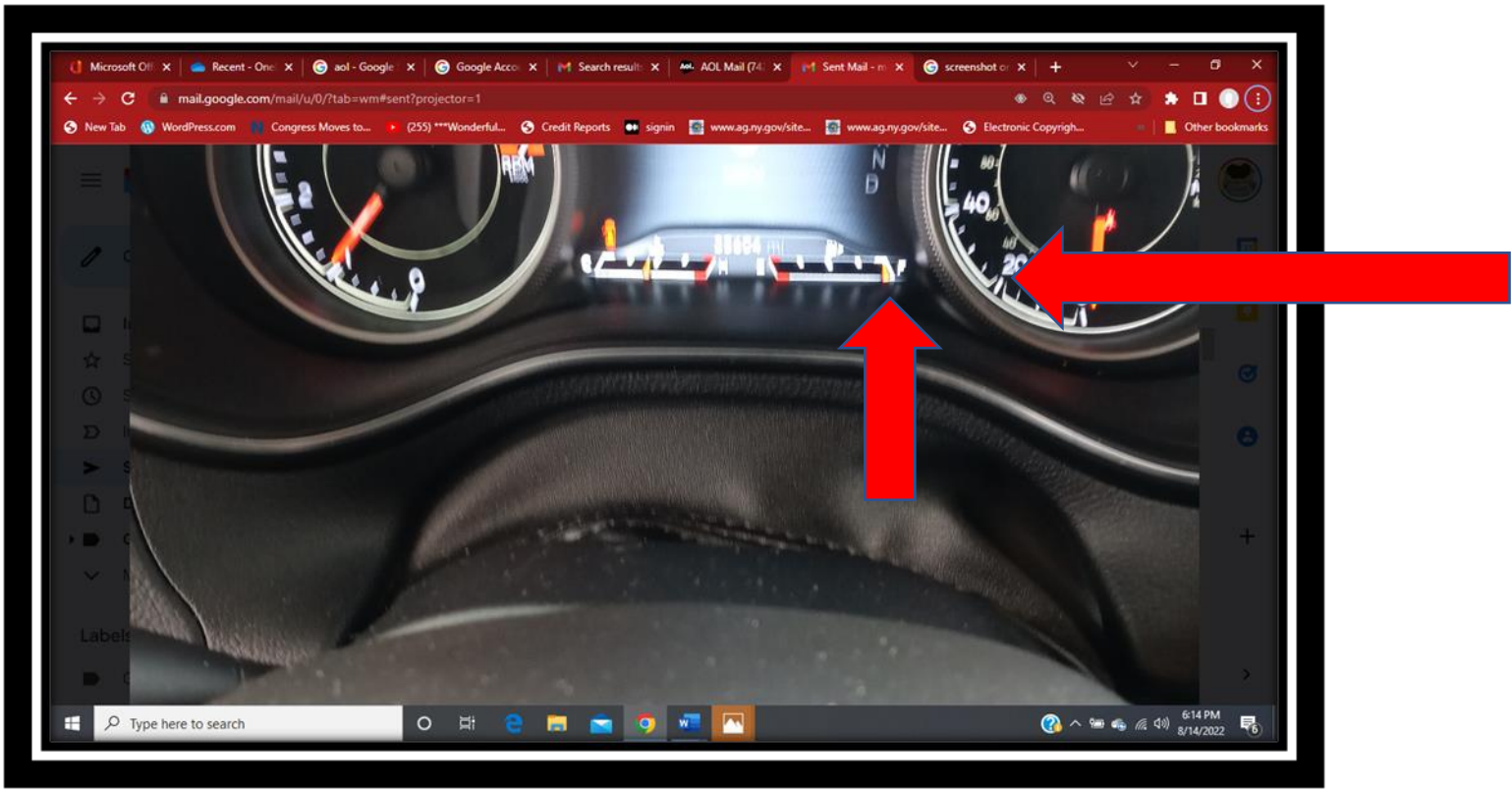


EXHIBIT 2

PICTURES TAKEN ON AUGUST 11, 2022 AT THE DETROIT METRO AIR PORT WHEN RETURNING THE THRIFTY RENT A CAR F=FULL AND THE YELLOW GAGE IS NEXT TO F NOT E FOR EMPTY



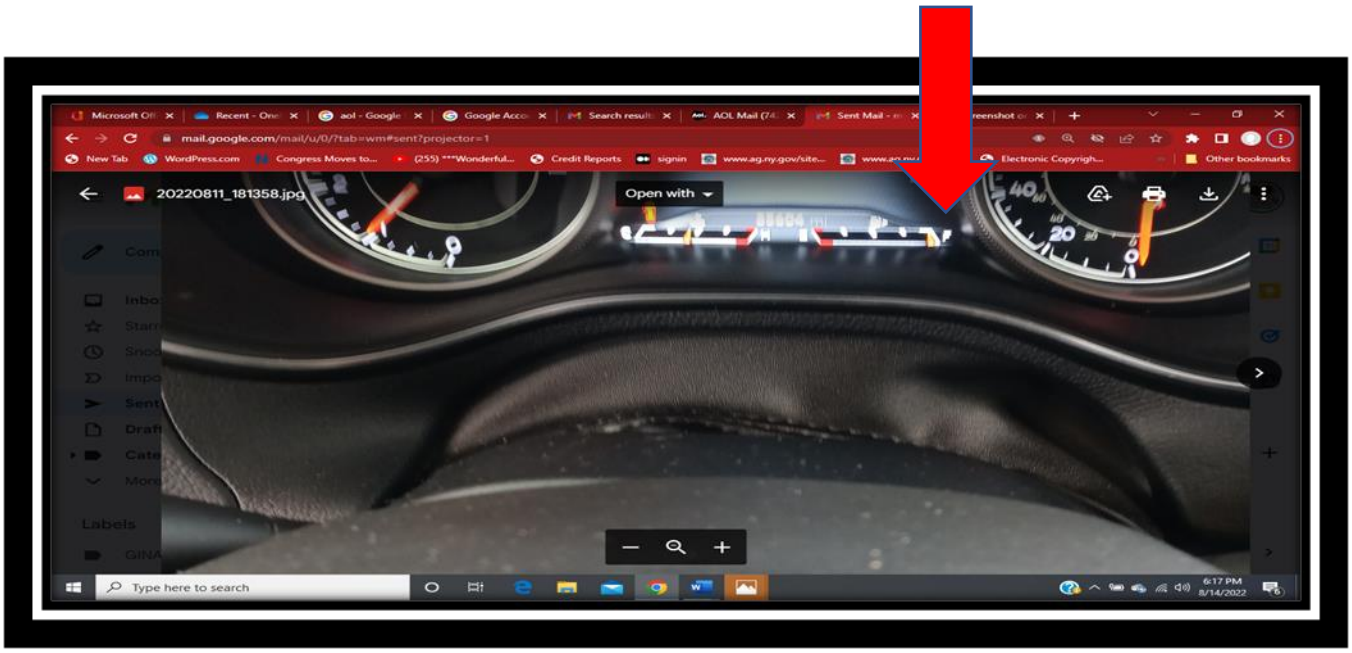


EXHIBIT 3 A

PRICELINE PREPAYMENT CONFIRMATION RECORD

Pick-up

Monday, August 8, 2022 - 10:00 AM
Detroit Metropolitan Wayne County Airport (DTW)

Drop-off

Thursday, August 11, 2022 - 10:00 AM
Detroit Metropolitan Wayne County Airport (DTW)

Phone Number

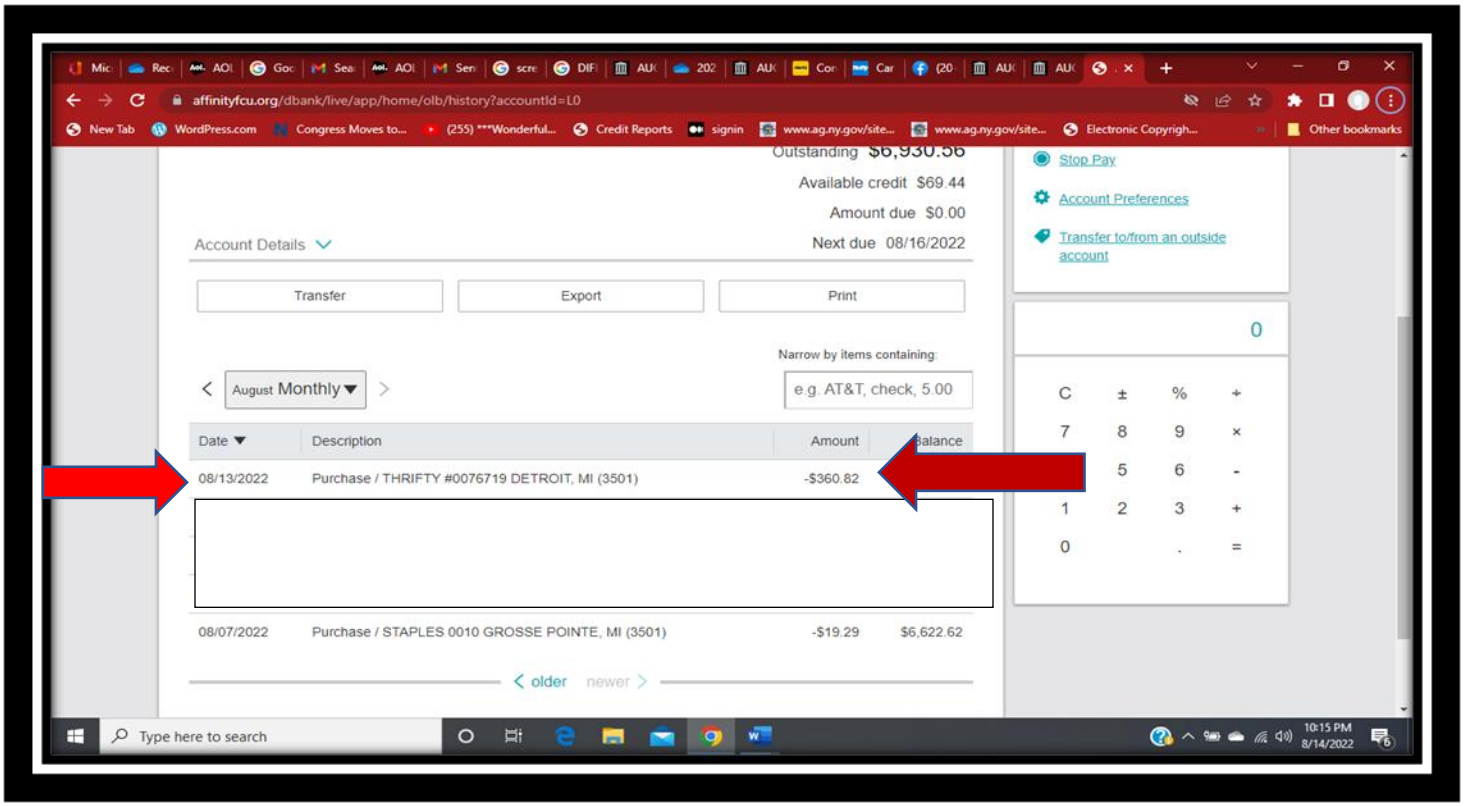
1-800-527-7075

Confirmation Number

K2132537353

EXHIBIT 3B

THRIFTY $360.82 FRAUD AND DOUBLE BILLING ON AN ALREADY PAID FOR PRICELINE CONTRACT



EDUCATION BONUS!

Outcomes of **differential treatment** of new and existing clients

https://www.researchgate.net › publication › 282463661_...

Jul 5, 2022 — Our research focuses **on unfairness driven by differential treatment, particularly through price discrimination, i.e. the practice ...**

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to MIRSNY

6:30 PM (4 minutes ago)

Hertz

Trouble viewing? View in browser

Thank you so much for contacting us! This autoreply is just to let you know that your comment/inquiry has been received.

You may also visit our website for answers to Frequently Asked Questions.

How to get a copy of my receipt?
How to get a copy of my Toll Charge receipt?

Type here to search

6:35 PM
8/16/2022